

STATE OF LOUISIANA  
USED MOTOR VEHICLE AND PARTS COMMISSION  
3132 VALLEY CREEK DRIVE  
BATON ROUGE, LOUISIANA 70808  
(225) 925-3870 FAX # (225) 925-3869  
www.lumvpc.state.la.us

**CONSUMER COMPLAINT FORM**

COMPLAINT FROM

COMPLAINT AGAINST

VEHICLE ID

NAME \_\_\_\_\_ NAME \_\_\_\_\_ YEAR \_\_\_\_\_  
ADDRESS \_\_\_\_\_ ADDRESS \_\_\_\_\_ MAKE \_\_\_\_\_  
CITY \_\_\_\_\_ CITY \_\_\_\_\_ MODEL \_\_\_\_\_  
STATE \_\_\_\_\_ ZIP \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ VIN # \_\_\_\_\_  
PHONE (\_\_\_\_) \_\_\_\_\_ PHONE (\_\_\_\_) \_\_\_\_\_ TITLE # \_\_\_\_\_  
TITLE IN NAME OF \_\_\_\_\_ LICENSE # \_\_\_\_\_  
DATE OF VEHICLE SALE \_\_\_\_\_ ODOMETER READING \_\_\_\_\_ STICKER # \_\_\_\_\_  
DID YOU COMPLAIN TO THE COMPANY OR INDIVIDUAL? \_\_\_\_\_ IF SO, WHEN? \_\_\_\_\_  
DID YOU RECEIVE THE TITLE? \_\_\_\_\_ IF NOT, STATE REASON \_\_\_\_\_  
DID YOU RECEIVE AN EXTENDED WARRANTY SERVICE CONTRACT? \_\_\_\_\_  
DID YOU RECEIVE A WARRANTY OR DISCLAIMER, SEPARATE TO THE PURCHASE AGREEMENT? \_\_\_\_\_  
DID YOU SIGN AND RECEIVE A COPY OF THE FEDERAL ODOMETER STATEMENT? \_\_\_\_\_  
DID YOU RECEIVE A COPY OF THE FEDERAL TRADE COMMISSION BUYER'S GUIDE? \_\_\_\_\_  
WHO FINANCED THIS TRANSACTION? \_\_\_\_\_

IF YOUR COMPLAINT RELATES TO FALSE ADVERTISING OR DECEPTIVE TRADE PRACTICES, INDICATE WHEN AND WHERE THE PRODUCT OR SERVICE WAS ADVERTISED. IF POSSIBLE, *ATTACH A COPY OF THE ADVERTISEMENT.*

WHAT SPECIFICALLY WOULD YOU LIKE THIS COMPANY OR INDIVIDUAL TO DO WITH REGARD TO YOUR COMPLAINT?

PROCEDURES FOR INVESTIGATING COMPLAINTS THROUGH THE USED MOTOR VEHICLE AND PARTS COMMISSION ARE AS FOLLOWS:

- 1) COMPLAINTS MUST BE WRITTEN ON THE PRESCRIBED FORM, GIVING COMPLETE INFORMATION, ACCOMPANIED BY PAPERWORK FROM THE TRANSACTION IN QUESTION, AND ANY ADDITIONAL PAPERWORK PERTINENT TO THE SITUATION. FAILURE TO SUBMIT PAPERWORK TO BACK YOUR COMPLAINT WILL CAUSE A DELAY IN PROCESSING YOUR COMPLAINT. THE COMPLAINT WILL BE HANDLED IN AN EXPEDITIOUS MANNER, ACCORDING TO THE WORKLOAD.**
- 2) THE DEALER IN QUESTION MAY BE CONTACTED BY LETTER. THE DEALER IS GIVEN **FIVE (5)** DAYS FROM POSTING TO RESPOND IN WRITING. PARTIES COMPLAINING TO THE COMMISSION MUST, THEREFORE **ALLOW AT LEAST FOUR WEEKS IN ORDER FOR US TO ACCOMPLISH THE INVESTIGATION.**
- 3) YOU WILL BE CONTACTED ONCE THE RESPONSE IS RECEIVED. SHOULD THE COMMISSION DEEM IT NECESSARY TO FILE FOR AN INJUNCTION OR HEARING, YOUR PRESENCE WILL BE REQUIRED. SHOULD YOU FAIL TO APPEAR, THE CASE WILL BE CLOSED.
- 4) THE COMMISSION OPERATES UNDER LIMITED POWERS. THE COMPLAINING PARTIES MAY WISH TO SEEK LEGAL COUNSEL OR TAKE THEIR CASE TO COURT. A CONVICTION OBTAINED THROUGH A LAW ENFORCEMENT AGENCY OR LEGAL COUNSEL WILL AID IN ANY ACTION TAKEN BY THE COMMISSION.

**PURSUANT TO THE AMERICANS WITH DISABILITIES ACT, ASSISTANCE WILL BE PROVIDED IN COMPLETING ANY FORMS REQUIRED BY THE LOUISIANA USED MOTOR VEHICLE AND PARTS COMMISSION.**

STATE COMPLAINT ON SPACE PROVIDED ON BACK OF FORM

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slightly textured appearance and some minor blemishes or dust specks. The edges of the paper are slightly irregular.

**I wish to file this complaint with your office. I understand that your office does not conduct litigation for individuals in matters which involve purely private controversies or civil type cases.** I am, however, filing this complaint to notify your office of the activities of this party or parties and for any other assistance you may be able to render. I swear that the information contained herein is true and accurate to the best of my knowledge, information and belief.

LUMVPC 119 (07/03)